SERVICE REQUEST FORM

**EDU-WARE SERVICES, INC.**

P.O. Box 22222
Agoura, Ca. 91301

Product: _____ Media: _____

System: _____

| SERVICE | AMOUNT | AMOUNT ENCLOSED |
|---|---|---|
| Warranty Service | (no charge) | |
| Defective Media/Update | $5.00 | |
| Shipping | $2.00 unless covered by warranty | |
| 5. TOTAL (enclose check or C.O.D. charges will be added) | | |

6. DESCRIPTION OF PROBLEM (Be as complete as possible. Use separate sheets if necessary. If applicable, be sure to specifically describe the operation you were performing when the failure occurred.)

_____

_____

_____

_____

7. Purchased From: _____ 8. Date: _____

9. Please use this space for your address. It will be used as a mailing label (include zip code).

10. TELEPHONE #:

( ) _____

**PROBLEMS?**

Edu-Ware is firmly committed to supporting the users of its products. This support consists of a 30-day limited warranty, followed by unlimited low-cost service and updates. Note that the Edu-Ware Warranty applies equally to both "glitches" (bad media problems) and "bugs" (program errors).

Regardless of the nature of your problem, we would ask you to use the form on the back of this page in addressing our Service Department. In the event that charges are in order, please accompany your service request with a check or money order, otherwise your return shipment will be sent via U.P.S., C.O.D. Please note that in all cases, you must include your original serialed program diskette as proof of purchase. (However, we normally replace it with a fresh diskette.)

**IMPORTANT NOTE:**

Many program errors are the result of a defective disk drive, and not program "bugs" or "glitches." Whenever you experience software trouble, you should compare the results of the various commercial software packages you may own. If you consistently find trouble, consult your computer dealer.

**EDU-WARE 30-DAY LIMITED WARRANTY**

Edu-Ware Services, Inc. warrants this software package to operate within all specifications contained in its accompanying documentation. Should this package fail to meet its specifications within 30 days of purchase by the end user, Edu-Ware Services, Inc. will, at its sole discretion:

1. Correct the failure, by replacement of the defective or error-laden media, upon receipt of the defective program diskette, proof of purchase date, and written description of the problem.

–OR–

2. Refund the original purchase price, upon receipt of the defective program, documentation and accompanying materials.

This warranty is null and void in cases where the user has attempted to make modifications in the program, physically damaged the program diskette, or obtained the product through an unauthorized or illegal distribution channel.

Edu-Ware Services, Inc. will assume no responsibility for the suitability of its products to the user's application. The purchaser must assume a responsibility for the suitability of the application. **EduWare Services, Inc. reserves the right to make improvements in its products at anytime without notice, and to replace any defective products with improved versions.**

Incidental and consequential damages caused by the malfunction, defect or otherwise, and with respect to the breach of any expressed or implied warranty are not the responsibility of Edu-Ware Services, Inc., and to the extent permitted by law, are hereby excluded both for property damage, and to the extent not unconscionable, for personal injury damage. Some states do not allow the exclusion of incidental or consequential damages, so the above may not apply to all users.